



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Convertible Top Enhancements

**MODELS: 2011-2012 Chevrolet Camaro
Equipped with Convertible Top**

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THIS PROGRAM IS IN EFFECT UNTIL APRIL 30, 2014.
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CONDITION

Certain 2011-2012 model year Chevrolet Camaro vehicles, equipped with a convertible top, may have a condition in which the headliner corner support bracket may contact or tear the convertible top when the top is in down position, and may have wind noise at the front and/or rear quarter glass.

CORRECTION

Dealers are to modify the corner support bracket to eliminate the possibility of a tear in the convertible top, and install wind-proofing material and adjust a tension spring to eliminate the wind noise.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other

than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

The tape kit required to complete this program is to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
22910231	TAPE KIT-F/TOP PROTV	1
08578 (Obtain Locally*)	3M Strip Calk - Black (will service 30 vehicles)	2' (0.6 meters) (submit in Net Item)
P10200 (Obtain from Kent Automotive**)	Kent Automotive High-Tech Clear Sealer (will service 50 vehicles)	As Needed (submit in Net Item)

- * 3M products may be purchased through your local distributor. Information about 3M product retailers in your area may be obtained by calling 1-866-364-3577 (U.S. and Canada). **Do not order from GMCC&A.** We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.
- ** Contact Kent Automotive at 1-888-937-5368 or www.kent-automotive.com. **Do not order from GMCC&A.**

SERVICE PROCEDURE

Convertible Top Enhancements

Note: If the convertible top has a depression in the top cover material, and the cloth is NOT cut, DO NOT replace the top cover. The depressions can be removed by washing the top cover using a mild soap and a brush to loosen the material. If, however, the top cover is cut or has material threads showing, it will be necessary to replace the top cover. Mark the area of the cut with a paint pen. The top cover will be subject for return to the GM Warranty Parts Center (WPC). Install a new top cover and submit a claim under normal warranty. After installing the top cover, perform all of the repairs outlined in this bulletin.

Repair 1



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1. Cycle the convertible top to a mid-open position. To protect against items falling into the interior of the quarter panel, place a shop towel over the opening in the quarter trim.



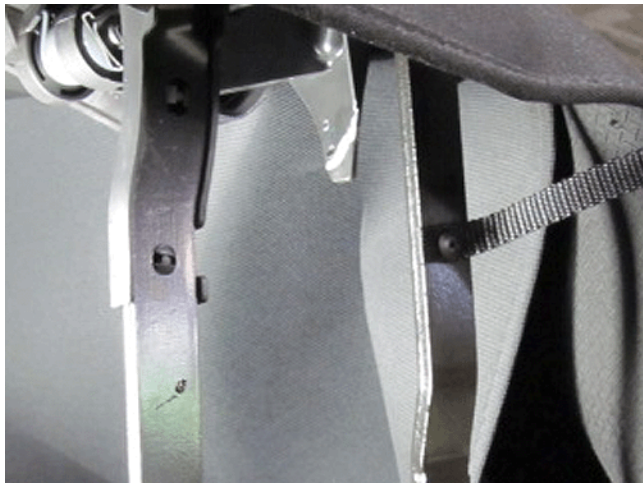
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2. Remove the two screws (1) retaining the headliner corner support to the front headliner corner support bracket and position the headliner away from the bracket.



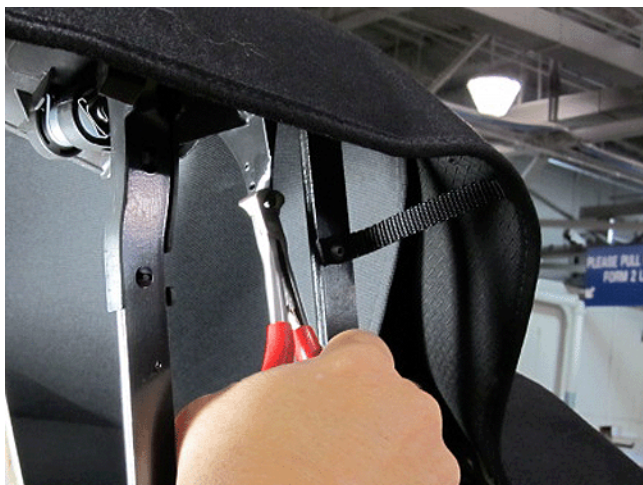
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Note: In the graphic example above, the headliner corner support bracket was shown removed from the vehicle and marked for illustration purposes only.



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3. Using paint or wax pencil, mark the lower section of the headliner corner support bracket for material to be removed as shown above.



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4. Use snips to trim away the marked section of bracket material.



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5. Remove all sharp edges on the bracket with a file or sandpaper.

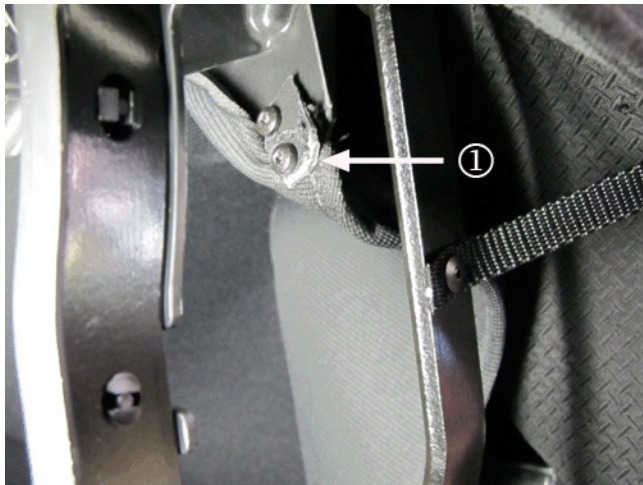


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6. Using paint or wax pencil, mark the corner support of the headliner for material to be removed as shown in the graphic above.

Note: Because of build variation of the convertible top, it may sometimes be necessary to cut the lower stitching with a razor blade or Exacto knife in order to access the lower edge of the headliner corner support.

7. Use snips to trim away the lower section of the material on the support.
8. Again, remove all sharp edges with a file or sandpaper.
9. Reposition the corner support to the headliner corner support bracket and install the retaining screws.



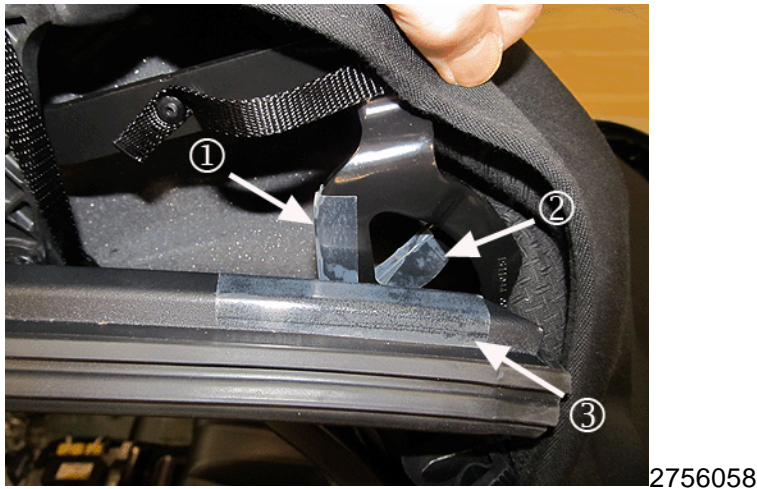
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10. Put a dab of Kent High Tech™ Clear Seam Sealer*, P/N P10200, or equivalent, to seal the edge of the threads (1) where the stitching was cut.



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11. Apply the protective tape obtained to the mid-roof linkage (shown above) on BOTH sides of the convertible top.
 - 11.1. For each location, install a 1.5 inch (38 mm) length of tape from the P/N 22910231 tape kit.



Note: It is very important to not get the different tapes mixed up. The tape that is applied to the mid-roof link will not stick to the anodized surface of the front rail.

- 11.2. Apply one piece of tape to the larger mid-roof link (1), on each side.
- 11.3. Apply one piece of tape to the smaller mid-roof link (2) that is located behind the larger link, on each side.
12. Apply the 3 inch (76 mm) length of tape (3) to the front rail section as shown in the graphic above, on each side.
13. Using a heat gun, apply heat to all six of the tape locations. The application of heat aids in wetting out the tape and allows it to take shape to the links for a better overall appearance.
14. Cycle the top and verify proper operation.

Repair 2

Add 3M™ Strip Calk® P/N 08578, or equivalent, to the left and right folding top cover side rear retainer following the steps below:

Note: Ensure that the vehicle has reached room temperature before this repair is attempted.



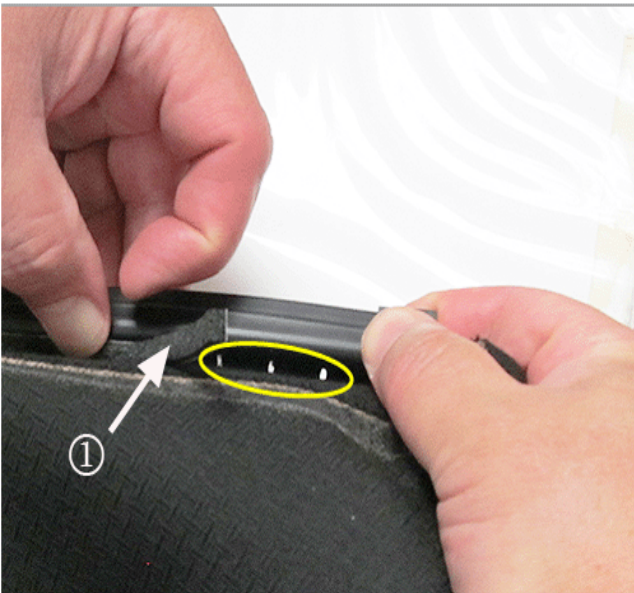
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1. Cycle the folding top to the mid-open position.



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2. Starting at the top, reach behind the folding top cover material/headliner and position a piece of 3M Strip Caulk, P/N 08578 Black (1), or equivalent, to the side rear retainer.



2702926



2709100

Note: Ensure that the strip calk (1) is positioned as far inboard as possible and is covering the holes (circled above) that run the length of the retainer.

3. Apply the strip calk to the inboard side folding top cover side rear retainer, between the retainer and the top cover fabric, working from top to bottom.



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4. Apply an additional piece of the strip calk, as needed, to finish covering the lower holes in the bottom of the retainer.



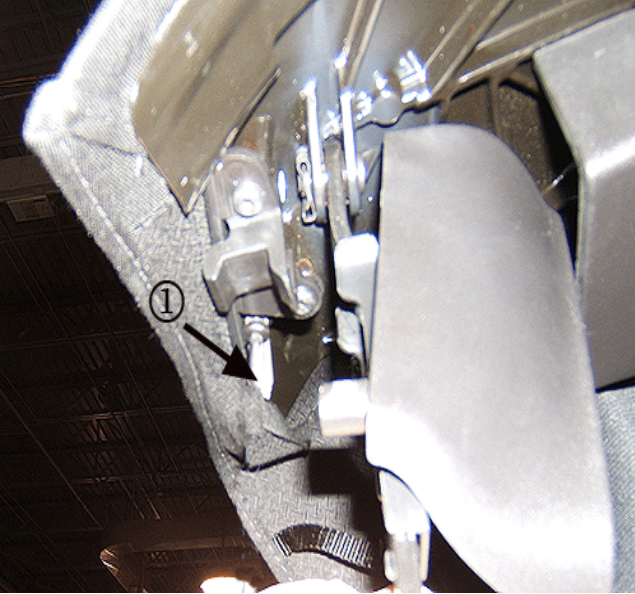
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5. Close the folding top and press the outer fabric cover against the retainer to wet-out the calk.
6. Repeat Steps 1-5 on the opposite side of the fold top.
7. Check for proper operation of the folding top and verify that the condition is fixed.

Repair 3

Re-routing the side tension cable spring will apply more pressure on the top cover material to the side front weatherstrip. Re-route the affected folding top cover side tension cable springs following the steps below. Perform this procedure on both sides of the top cover.

1. Cycle the folding top to the mid-open position.



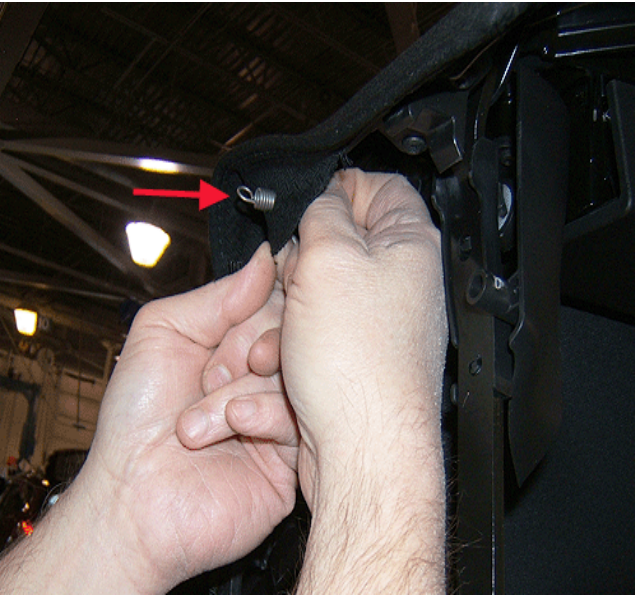
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2. Unfold and pull aside the top cover material to access the side tension cable spring (1).



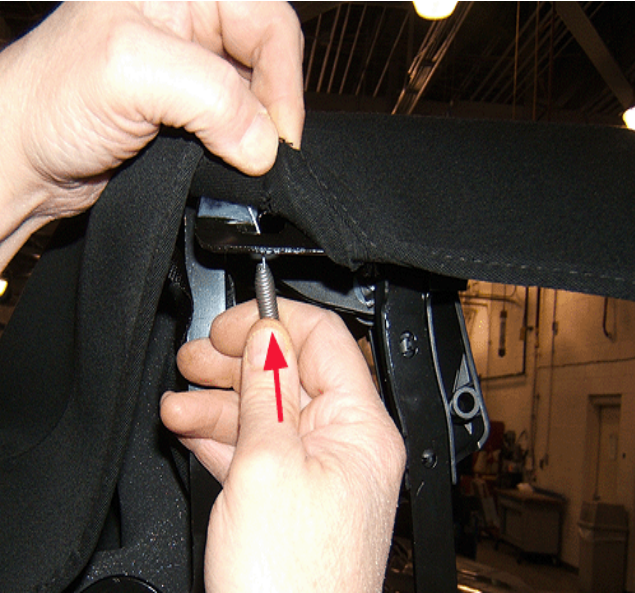
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3. Remove the screw retaining the spring to the #1 bow.



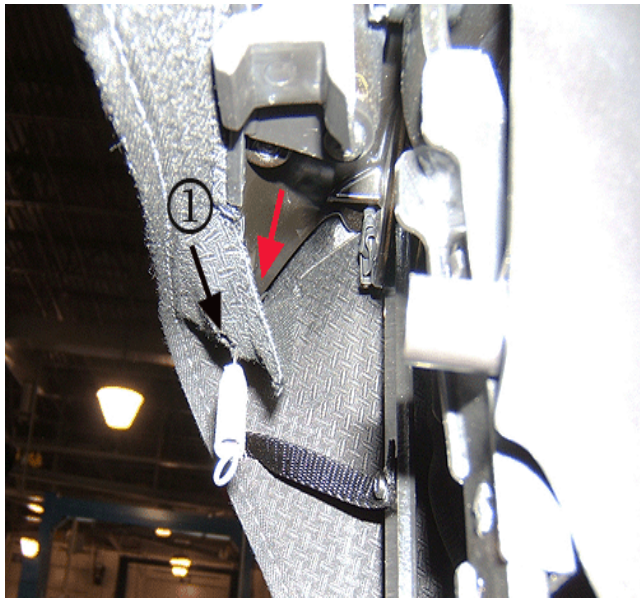
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4. Pull the spring through the top cover material.



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5. Remove the spring and cable from the current #1 bow routing.



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6. Reroute the cable spring through the hole (1) in the top cover material.



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Note: The view above is how the cable will look with the cable spring routed through the top cover, rather than the #1 bow.



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7. Reposition the cable spring to the #1 bow and reinstall the retaining screw.

Tighten

Tighten the retaining screw to 9 Nm (80 lb in).

8. Cycle the folding top to the closed position.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2546	Convertible Top Enhancements	1.0	*

* The amount identified in “Net Item” should represent the actual sum total of the sealer and strip calk needed to perform the required repairs, not to exceed \$1.12 USD, \$1.44 CAD.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through April 30, 2014.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through April 30, 2014, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



April 2012

Dear General Motors Customer:

We have learned that your 2011 or 2012 model year Chevrolet Camaro, equipped with a convertible top, may have a condition in which the headliner corner support bracket may contact or tear the convertible top when the top is in down position, and may have wind noise at the front and/or rear quarter glass.

Your satisfaction with your Camaro is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will modify the corner support bracket to eliminate the possibility of a tear in the convertible top, and will install wind-proofing material and adjust a tension spring to eliminate the wind noise. This service will be performed for you at **no charge until April 30, 2014**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Camaro provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services